

**STRATASYS FDM DESKTOP SUPPORT**

	DIAMOND	EMERALD*															
Telephone/Email Support	✓	✓															
All Machine Parts Included	✓	✓															
SW/HW Upgrades	✓	✓															
Labor Included	✓	✓															
Preventative Maintenance Visit	✓	✓ <small>Schedule if no field visits have been performed within the contract year.</small>															
Service Consumables	✓																
<p><b>MAINTENANCE CONTRACT TIERS</b></p> <table border="1"> <thead> <tr> <th>Product Line</th> <th>Family</th> <th>System Type</th> </tr> </thead> <tbody> <tr> <td>FDM</td> <td>Idea Series</td> <td>uPrint SE</td> </tr> <tr> <td>FDM</td> <td>Idea Series</td> <td>uPrint SE Plus</td> </tr> <tr> <td>FDM</td> <td>F-Series</td> <td>F120</td> </tr> <tr> <td>FDM</td> <td>F-Series</td> <td>F170</td> </tr> </tbody> </table>			Product Line	Family	System Type	FDM	Idea Series	uPrint SE	FDM	Idea Series	uPrint SE Plus	FDM	F-Series	F120	FDM	F-Series	F170
Product Line	Family	System Type															
FDM	Idea Series	uPrint SE															
FDM	Idea Series	uPrint SE Plus															
FDM	F-Series	F120															
FDM	F-Series	F170															
<p>Phone/Email Support Between   Monday – Friday</p> <p><b>Digital Manufacturing Technical Support</b> Telephone: 855.470.0647 Email: <a href="mailto:AMsupport@goengineer.com">AMsupport@goengineer.com</a></p> <p><b>Digital Manufacturing Consumables Support</b> Telephone: 855.470.0647 Email: <a href="mailto:caorders@goengineer.com">caorders@goengineer.com</a></p>																	

\*New machines include Emerald maintenance package for 12 months (warranty)

**Telephone/Email Support | Monday – Friday**

Digital Manufacturing Technical phone/email support

Telephone: **855.470.0647** Email: **AMsupport@goengineer.com**

Digital Manufacturing Consumables phone/email support

Telephone: **855.470.0647** Email: **caorders@goengineer.com**

**All Machine Parts are Included (Excluding Parts Deemed Consumables by Stratasys)**

- All software and firmware updates to the systems are included.
- Software/Hardware updates are provided at GoEngineer discern and can be combined with on-site visit for repair or maintenance (excluding optional updates).
- Wash station and secondary/post processing systems are not included with the printer maintenance

**Diamond Care Service Consumables**

- Diamond Care Order Form must be completed and submitted to [MaterialsOrders@stratasys.com](mailto:MaterialsOrders@stratasys.com) to be included in the Diamond Care maintenance.
- See [Diamond Care Order Form](#) for a complete list of service consumables.

**Labor Included**

Labor for diagnosing, repair or maintenance included.

- On-site service visits occur when GoEngineer determines, in its sole discretion, that phone and email support cannot be rendered to resolve the problem.
- Assistance from customer with diagnosing and performing tests is required within a reasonable amount of time as to allow GoEngineer to make the determination of the necessity of an on-site visit.

**Preventative Maintenance Visit**

- Diamond Care – PM visit performed once a year to check on normal wear and tear of the machine. Maintenance visits will usually occur somewhere between month 9–12 on a full contractual year (based on maintenance start date).
- Emerald Care – PM visit can be requested once a year if no field visit has been performed through the term of the current contract. Preventative maintenance visit must be completed before the annual maintenance terms expire.

**PM Visit Includes**

- Firmware/Software check/upgrade.
- Operational check of machine: belt, guide rods, blower fans, door lock, filter, purge bucket.
- Customer will need to provide GoEngineer technician modeling bases to perform calibration testing.

**Travel Fees**

- Travel Charge: \$300/overnight visit + Flight cost (or applicable travel fee from Toronto)
  - This applies for any visit, including preventative maintenance visits.
  - For on customers with an active maintenance contract, this charge applies on a "per incident" basis.

**Recertification Process / Fee (\$1,500)**

- Machine must be in good working condition
  - Identifying and repairing defective parts are required prior to a new maintenance contract
  - Recertification fee is waived if a new contract is put in place within 30 days after a repair.
  - \*Working condition, meaning the system is operational. This includes but is not limited to the following: the printer is not missing parts, has not been dismantled, and/or has not sustained major damage, and the major components of the system (such as the mechanical and electrical components) function properly."
  - Replacement parts ordered within 30 day days of the recertification are not covered under the maintenance contract.
- Stratasy requires a Recertification Acknowledgement Letter to verify recertification eligibility.

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**DISCLAIMER NOTICE TO CUSTOMER**

CUSTOMER ACKNOWLEDGES THAT DUE TO TECHNICAL INCOMPATIBILITY OR QUALITY ISSUES STRATASYS MAY NOT BE ABLE TO DIAGNOSE OR REPAIR STRATASYS PRODUCTS OR ITS COMPONENTS IF CUSTOMER USES PARTS, PRINTING HEADS, OR CONSUMABLES (COLLECTIVELY, "SUPPLIES") THAT ARE NOT MANUFACTURED BY OR CERTIFIED AS COMPATIBLE BY STRATASYS. IN THE EVENT THAT CUSTOMER USES SUPPLIES THAT ARE NOT MANUFACTURED BY OR CERTIFIED AS COMPATIBLE BY STRATASYS, STRATASYS RESERVES THE RIGHT TO: (1) VOID CUSTOMER'S WARRANTY RIGHTS, (2) TERMINATE CUSTOMER'S POST-WARRANTY SUPPORT AND MAINTENANCE CONTRACT; (3) REFUSE TO REPAIR OR REPLACE THE PRODUCT OR ITS COMPONENTS (WHETHER UNDER WARRANTY OR POST-WARRANTY SUPPORT AND MAINTENANCE); (4) OFFER TO DIAGNOSE AND REPAIR THE PRODUCT OR ITS COMPONENTS AT STRATASYS' THEN CURRENT MAINTENANCE RESTORATION RATES; AND/OR (5) CEASE TO PROVIDE DISCOUNTS ON STRATASYS SUPPORT AND MAINTENANCE SERVICES.